2. PROCESS FRAMEWORK

The NTMP is a partnership between the DPW and residents. Participation begins with the initial petition filing, continues with the development of a neighborhood traffic calming plan, then moves to the final step of determining neighborhood support. The process framework identifies the steps by which the DPW staff and community members interact and participate in the NTMP. Figure 1 on the following page graphically illustrates the NTMP process framework. The accompanying text below provides greater detail.

The process framework is comprised of four key elements that focus on specific tasks and conclude with the implementation of a traffic calming plan.

- Plan Initiation How can my street receive traffic calming devices?
- Plan Development Who develops the traffic calming plan?
- Plan Support What are the requirements for neighborhood support?
- Plan Implementation How are the supported traffic calming measures installed?

Each step of the Process Framework is numbered and corresponds with Figure 1.

This chapter also includes a "Process for Removal". This process presents the framework for removal of neighborhood calming devices in the event residents wish to have certain aspects of the implemented plan removed.

PLAN INITIATION

This component describes how to initiate the NTMP and determine eligibility.

1 – Citizen Request

The process is initiated when a resident(s) submits a request to the DPW staff to investigate speeding, traffic volumes, or traffic-related safety concerns within their neighborhood. Requests for County maintained roadways (1.a) should provide sufficient detail for staff to understand the traffic-related concern and magnitude. Non-County maintained roadway requests (1.b) will be forwarded to the Placer County Fire Department for consultation and review (1.b.1). The action initiates the dialogue between the resident(s) and the DPW. Requests can be submitted to the DPW via letter, phone call, or e-mail. Requests from Board of Supervisors or Municipal Advisory Councils will also initiate the process.

2 – Assess Traffic

DPW staff will review the petition and determine the appropriate course of action. Certain traffic concerns may be remedied through methods other than physical traffic calming devices (2a). For instance, the DPW may elect to install non-physical traffic calming devices (see Chapter 3) that utilize signs and roadway striping, conduct landscaping maintenance (e.g., trees blocking a stop sign), implement targeted speed enforcement by CHP, or provide other engineering related improvements. Additionally, DPW may distribute educational flyers reminding local residents of the rules of the road and safe neighborhood driving habits (2b). However, the DPW may determine that no action is necessary based on the information provided and knowledge of the area in question (2c). Following these actions, the DPW will determine whether the treatments remedied the cited concern (2d).

1. Plan Initiation 2. Plan Development 3. Plan Support 4. Plan Implementation Citizen Request (also via BOS or MAC): Stating perceived problem and Design and Consultation: Noticing to Neighborhood regarding intent to develop Educate Neighborhood Regarding Plan and Survey 8 affected area via calls, e-mail, or through Web site. Develop designs and consult with affected a traffic calming plan. Process (using most appropriate format for agencies (FD, CHP, Sheriff, Transit Agencies, 25 eighborhood, such as mailers, public notices, etc.) School District). Conduct field tests of pending devices, as Community Meeting: appropriate. Overview of Process Non-County Consult Fire District on County Distribute Neighborhood Survey4: Review of issues 1b 1b.1 19 maintained maintained planning, design, and Residents - Multi Unit Dwellings 9 Define desired outcome roadway roadway implemntation Business Owners - Property Owners Tutorial by Staff Form Neighborhood Traffic Committee (NTC) Notification of Construction: Review annual capital budget allocation and local Inform public and affected agencies of pending 26 Traffic concern Concern warrants DPW action, contributions construction. Determine General Public Support: such as Phase 1 non-physical remedied Educate users on proper maneuvering of Post signs with phone number, Web site/e-mail, to 20 traffic calming devices. pending devices. collect opinions of motorists not living within Collect Data: inforcement, maintenance, traffic Yes neighborhood (not receiving neighborhood survey). 10 Staff to collect additional data (if needed) with DPW operations, or other action. input from committee regarding time, location, etc. Staff to Problem 2b Assess Issues Resolved? Construction: 27 What is the most 2d Concern warrants education, Temporarys or permanent devices Data Review: dentify Neighborhood Support: appropriate such as distribution of flyers. 11 Staff and NTC review data and formulate ideas to treatment₁? address problems Minimum Response Rate = 50% 2c Minimum Approval Rate = 67% Monitoring: No Action Necessary 21 28 Level of Support required for Phase 2 or 3 Staff collects data 3-6 months after Plan Developments: implementation. devices Identify physical traffic calming devices to 3 12 reat issues according to street type, subject to General public responses (Web site/e-mail) Pursue Physical Traffic device eligibility guidelines. Initial plan for Calming Measures resident survey is speed control devices only. 4a Review annual capital budget allocation and local contributions DPW & Tally Survey Results: DPW sends letter to 22 NTC determines Staff tallies neighborhood support. DPW identifies number of areas that can be citizen indicating legree of success and General public support noted separately Affected Agency Input: reated in given year and assess workload. equest is on a waiting next steps. Norkload permitting, staff assigned to request. Solicit input from local service providers list for future 13 (FD, CHP, Sheriff, Transit Agencies, School District) evaluation. and refine plan. No Petition Sent to Citizen: 29a 29b When Neighborhood 23 14 Petition identifying the problem to be Notify Residents of Neighborhood Meeting Support? completed by 10 neighbors. resources permit Return to Plan Developmen Neighborhood Meeting: and modify plan (once), - Review draft plan Yes 15 including potential removal - Gather final input DPW Staff Defines Study Areaz: 24 of devices. Revising plan Leave Plan As-Is - Educate attendees on survey process - Is issue isolated or related to other problems? is subject to DPW securing - Refine plan as appropriate DPW No - What boundaries are appropriate? funds in lieu of selecting Approval next area/streets. and Project Funding Does CEQA apply to the activity? 16 Conduct neccessary environmental documentation. Collect Initial Traffic Data on Identified Streets: - Traffic Speeds - Traffic Volumes Collision History (17` DPW Conceptual Approval & Verification of Project Funding

Figure 1 NTMP Process Framework

- 1 A response is sent to every citizen who made a request informing them of the course of action.
- 2 Study area to include all streets that may experience a significant change in traffic due to treatment and will generally be bounded by arterials, freeways, rivers/canyons, etc.
- 3 First round of plan development will utilize speed control devices, following DPW installation of non-physical devices in Step 2.
- 4 Surveys distributed within study area. Multi Unit Dwellings' responses do not count toward the minimum response rate. Survey includes three questions: (a) Do you support the proposed plan? (b) Would you oppose a traffic calming device adjacent to your property? (c) Would you contribute to neighborhood funding of the proposed traffic calming measures?
- 5 Temporary devices are constructed at staff discretion based on previous experience. Temporary devices can be converted to permanent devices after 6 months of acceptable performance.
- 6 If non-physical and speed control devices are found to be ineffective, DPW may initiate volume control plan.

Final Report Placer County Neighborhood Traffic Management Program

If the non-physical traffic calming measures or other actions did not eliminate the concern, the DPW may recommend physical traffic calming treatments. The DPW will send a response letter to the individual who submitted the original request, indicating the action they intend to undertake.

3 - Traffic Calming Issue

Upon receipt of the request or determination that previous non-physical traffic calming actions did not address the cited concerns, the DPW may elect to pursue a traffic calming plan with local residents.

4 - Assess DPW Workload and Determine Number of Areas to be Treated

Before initiating a local traffic calming plan, the DPW will review the number of citizen requests warranting traffic calming and assess the number of requests the department can initiate. This assessment is important to balance the resources of the department due to the close oversight and level of involvement required by DPW staff. If the number of requests exceeds DPW resources, they will select requests on a first-come-first-served basis, and place the remainder on a waiting list. The DPW will send a letter to those residents indicating that their request is on a waiting list for future evaluation pending available DPW resources (4a).

To provide residents with another avenue for treatment, neighborhoods can elect to fund the construction of traffic calming devices and expedite neighborhood treatment. The neighborhood must prove the financial ability to fund 100 percent of the anticipated costs, which include plan development, engineering drawings, and construction. Upon proof of financial ability, the DPW can elect to authorize the neighborhood's request to develop a traffic calming plan.

5 - Petition Sent to Citizens

For those requests selected by the DPW, they will send a petition to the individual who initially requested the investigation. The petition requires a minimum of 10 signatures in support of pursuing a traffic calming plan. The signatures must be from individuals 18 years and older and from separate households.

If the requesting individual cannot attain the minimum required 10 signatures, the request will not be able to proceed.

6 - DPW Defines Study Area

Once they receive the necessary signatures, DPW staff will initially define the study area, which may be a specific street or much larger area such as a neighborhood. The size of the study area depends on the extent of the traffic-related concerns and should include any streets that could serve as an alternative route to the treated street. The study area may also include streets that have primary access to the treated street (e.g., cul-de-sac). Boundary lines can also follow geographic features such as a creek, hillside, open space, or an arterial roadway. The study area may later be refined with resident input.

7 - Collect Initial Traffic Data

Based on the study area, DPW staff will collect traffic data on streets identified as a concern. Traffic data collection will include the following:

- Traffic speeds
- Traffic volumes
- Collision history

Placer County Neighborhood Traffic Calming Petition Form

Neighborhood Traffic Calming Petition Form			
Name of Person Submit	ting Petition form:		
Date:			
Phone Number:			
Address:			
Neighborhood Traffic Mand traffic volume conceplans will partially or co	anagement Program. erns through the use of ompletely be funded b	sidered for participation This program addresses n traffic calming devices. Ir y the Placer County Publ rne by the neighborhood.	eighborhood speeding ndividual neighborhood
least 10 residents and/c	or property owners 18 y	ames, signatures, and co rears and older (from sepa onsidered for selection in t	arate households) who
	meeting to discuss nei	Placer County Departmer ghborhood traffic issues a	
Printed Name	Signature	Address	Phone No.
1.			
2.			
1. 2. 3. 4.			
<u>4.</u> 5.			
<u>6.</u> 7.			
8.			
9.			
10.			

Final Report Placer County Neighborhood Traffic Management Program

Traffic speeds and volumes should be collected for a minimum of 24 hours using a pneumatic hose count machine. The DPW may elect to conduct a radar speed surveys to verify traffic speeds or conduct a time specific speed surveys.

PLAN DEVELOPMENT

The plan development component is a collaborative effort between the DPW and a neighborhood traffic calming committee (NTC). They will work together to develop a traffic calming plan. The following steps describe the development of a traffic calming plan.

8 - Notify Neighborhood of Kick-off Meeting

DPW staff will notify study area residents, property owners, and business owners of a neighborhood meeting to learn more about the selection of their neighborhood area to participate in the NTMP.

9 - Neighborhood Kick-off Meeting

The DPW will host a neighborhood meeting to provide an overview of the NTMP and the process to develop, approve, and implement a neighborhood traffic calming plan. At this meeting, the DPW will accomplish the following:

- Review traffic-related issues Discuss the type of issue(s), location(s), and time of occurrences.
 Collect any additional information regarding traffic-related issues.
- Refine Study area (if necessary) DPW staff will refine the study area based on street(s) affected by the traffic-related issues or that may be potentially affected by development of a neighborhood traffic management plan.
- Review traffic data Review the initial data collected and determine whether additional data collection is necessary.
- Neighborhood Traffic Management Tutorial Present an overview of available neighborhood traffic calming devices.
- Discuss Funding The DPW will identify the available funding and the anticipated amount of funding to be borne by the neighborhood for the construction of traffic calming devices. In addition, residents will be informed of the opportunity to fund enhanced aesthetic features, such as landscaping.

DPW staff will provide interested residents the opportunity to volunteer and participate on the NTC. The NTC will meet with DPW staff to review and develop a plan for their neighborhood. Although all residents have the opportunity to provide input and receive updates as the plan develops, the NTC is more actively involved, committing the time and effort necessary to develop a comprehensive plan.

10 - Additional Data Collection

If necessary, DPW will collect additional traffic data on study area streets based on resident input from the neighborhood meeting. The data may supplement previously collected data or provide data on streets where it was not previously available.

11 - Data Review

DPW staff will coordinate meeting(s) with the NTC to review the traffic related concerns and traffic data within the study area. The DPW and NTC may want to prioritize the areas of treatment based on the traffic data and the areas of concern.

12 - Plan Development

The NTC will develop a short list of traffic calming devices to most appropriately treat the traffic concerns. The DPW will provide guidance on the selection and placement of the devices. The Toolbox Guideline Tables 1-3 (see Chapter 4) can help to determine the most appropriate devices. The NTC will ultimately present the proposed plan to residents of the study area for public review and comment.

Following implementation on non-physical devices in the initial phase (step 2), the DPW will use the following types of physical traffic calming measures to treat the traffic related concerns (see Toolbox chapter for more information):

- Vertical Devices Speed humps, speed lumps, speed tables, etc.
- Narrowing Devices Bulbouts, chokers, center island narrowings, etc.
- Horizontal Devices Traffic circles, chicanes, lateral shifts, etc.

Because volume control measures (e.g., partial closures or forced turn islands) intentionally divert traffic to another street, new issues can occur as a result. For this reason, volume control devices should be reserved until all other options have proven ineffective at reducing the traffic-related impacts.

13 - Consult Affected Agencies

Once the DPW and NTC have developed a plan that will adequately address the neighborhood concerns, DPW staff will solicit feedback from local service providers that may be affected by the plan. The intent is to identify concerns and develop viable alternatives to strike a balance between goals of the NTMP and the needs of other agencies. The following service providers should be included when coordinating the plan review.

- Local Placer County Fire District
- California Highway Patrol
- Placer County Sheriff's Department
- Placer County Transit
- Local School District
- Road Maintenance Snow Removal Department

14 - Notify Residents of Proposed Plan Meeting

DPW staff will notify the study area residents of a neighborhood meeting to review the Proposed Plan. Residents will have the opportunity to review and provide input on the proposed plan.

15 - Proposed Plan Neighborhood Meeting

At this meeting, the NTC will present a map of the proposed plan, describe the types and locations of devices proposed, and discuss the estimated construction costs. If applicable, the NTC will also discuss the aesthetic improvements to gauge resident support. Changes to the proposed plan can be made as necessary.

The DPW will also inform residents of the approval process and ballots they will receive once the proposed plan is refined.

16 – Determine whether California Environmental Quality Act (CEQA) applies to the activity?

At this time, DPW will review the proposed plan and determine whether CEQA documentation is necessary for the proposed activity. If the proposed plan is not exempt from CEQA, the DPW will initiate the necessary steps to identify the potential affects on the surrounding roadway network.

17 - DPW Conceptual Approval and Verification of Project Funding

Prior to determining neighborhood support, the DPW will conceptually approve the plan and verify placement of all proposed traffic calming devices. The DPW will also verify the residents' financial responsibility for the proposed plan. The residents' financial responsibility may include a portion of the construction costs and any aesthetic upgrades.

NEIGHBORHOOD SUPPORT

The neighborhood support component assesses the amount of local neighborhood support for the proposed plan in the form of mail-in ballots. The DPW will mail the ballots to the study area residents, property owners, and business owners.

18 - Educate Neighborhood Regarding Plan and Support Requirements

Before distributing ballots, the DPW will inform residents in the study area regarding the pending vote. The DPW can distribute information regarding the upcoming vote through public notices, mailers, and/or newsletters. The combination of this step and the neighborhood meeting (Step 15) will help to ensure that residents of the study area are properly informed.

19 – Distributed Neighborhood Ballots

Ballots will be distributed to study area residents, property owners, apartment units, and businesses owners (if applicable). The ballots will include a description and map of the proposed plan indicating the type and location of devices being proposed. The ballot will also include a mail-back postcard with three questions for residents to respond to:

- Do you support the proposed plan?
- Would you oppose traffic calming devices adjacent to your property?
- Would you contribute to neighborhood funding for the construction of the proposed traffic calming measures?

The mail-back postcard will also provide a space for residents to write comments regarding the proposed plan.

20 - Determine General Public Support

In addition to determining the local neighborhood support, the DPW will provide the opportunity for residents living outside of the immediate study area to voice their opinions. The DPW can use various methods to determine general public support, such as posting a neighborhood sign with DPW contact information or accepting comments through e-mail or a Web site. The magnitude of support by the general public will also be considered in the plan approval.

21 - Minimum Neighborhood Support

The DPW requires a minimum response rate and approval rate before they can construct the proposed plan. At least 50 percent of all ballots must be returned with at least 67 percent of returned ballots in favor. For example, if 100 ballots are mailed out, at least 50 must be returned with 34 in favor of the proposed plan.

Apartments present a unique situation because residents may be less likely to respond. For this reason, ballots from apartment units are not counted toward the minimum response rate, but will be counted in favor or against the proposed plan.

22 - Tally Ballots

DPW staff will count all received ballots and determine whether the minimum response rate and approval rate are satisfied. Staff will also tally the general public input.

23 - Neighborhood Support

If the minimum response rate and approval rate is satisfied, the DPW will approve the proposed plan and authorize project funding for construction of devices.

If the DPW does not receive the minimum number of ballots, DPW staff can assist the NTC in reminding neighborhood residents to submit their mail-back postcards in order to meet the minimum response rate.

If the minimum response rate is met but the approval rate is not satisfied, the NTC has one opportunity to revise the plan. The DPW and NTC would determine the aspects of the plan not favored by the neighborhood residents. Modifying the plan would also require consulting the local service providers, holding a public meeting to present the revised plan, and redistributing ballots to the affected area. Before supplemental work, the DPW will need to assess the department's workload and financial needs to revise the plan.

24 - Department of Public Works Approves and Allocates Project Funding

If the minimum response and approval rates are satisfied, the DPW will approve the plan and allocate funding to continue to the Plan Implementation phase.

PLAN IMPLEMENTATION

The final component consists of preparing the design plans, constructing, and monitoring the approved traffic calming devices.

25 – Design and Consultation

Upon approval of the proposed plan, DPW staff will prepare the necessary design plans for each traffic calming device and consult with the necessary local service providers if necessary. The DPW may conduct

Final Report Placer County Neighborhood Traffic Management Program

field tests to verify local service providers' vehicles can navigate around the proposed designs. DPW will make modifications to the approved devices as necessary.

26 - Notification of Construction

Before constructing the traffic calming devices, the DPW will inform the public and local service providers of the pending traffic calming devices. The DPW will also educate local residents how to drive around unfamiliar devices, as necessary.

27 - Construction

The DPW or contractor will construct the approved traffic calming devices. The staff may decide to construct temporary devices based on previous experience with the device. DPW staff will design and construct temporary devices in an aesthetically pleasing manner (unless design is cost prohibitive).

28 – Monitoring

The DPW will monitor the effectiveness and neighborhood perception of the constructed devices for three to six months. Following the monitoring period, the DPW will collect traffic speed and volume data for the treated streets and quantitatively determine the effects of the plan.

29 – DPW and NTC Determine Next Step

After constructing the approved plan, the DPW will rely on the NTC and community members for feedback on the constructed devices. Based on the NTC and/or community members' feedback, the DPW will determine the next steps. For example, the approved plan may have produced reasonable and satisfactory results, and, therefore, no further action is required (29a).

If the approved plan has not produced reasonable and satisfactory results, the DPW can recommend one of the following (29b):

- Collect additional traffic data as deemed appropriate
- Modify constructed devices as deemed appropriate
- Construct additional speed control devices as deemed appropriate

If the DPW determines that additional speed control devices will not adequately address the traffic-related concern, the DPW can recommend the use of volume control measures.

Before supplemental work, the DPW must assess the department's workload and financial needs to revise the plan.

PROCESS FOR REMOVAL

The DPW recognizes that after devices are approved and implemented, residents may wish to remove these devices. Historically, once installed, most traffic calming devices remain due to local support. This section provides guidelines for a systematic removal process.

Similar to the process for implementing neighborhood traffic calming devices, the removal process is resident-driven. The process requires that the same affected area be involved in the decision process for the removal of devices. Greater neighborhood support is also required to verify that the neighborhood truly wants the devices removed. Residents must bear the costs for removal.

The removal process is described below, and the flowchart in Figure 2 outlines the removal process. Each step below is numbered and corresponds to the flowchart on Figure 2.

1 – Citizen Petition for Removal of Device(s)

To initiate the removal process, a resident living in the neighborhood where the device removal is being considered must submit a petition. The petition cannot be submitted within the first year of operation. The petition must be submitted with a minimum of 10 signatures from separate households. The petition must also state the location(s) of device(s) and reason for removal.

Once DPW staff receives the petition, they will send a letter to the individuals on the petition stating that the petition has been received and that the DPW will organize and distribute ballots for the removal process.

2 - Distribute Ballots

Ballots will be distributed to those residents, property owners, and business owners from the original study area. Although tenants or property owners may have changed, the same addresses will be provided the opportunity to participate in the approval process. The ballots will contain descriptions and maps of devices and locations proposed for removal. The ballot will also include a mail-back postcard that residents can use to indicate their support for or against the proposed removal. The ballot will also provide a space for residents to write comments regarding the removal.

3 - Required Neighborhood Support

A higher minimum response rate and approval rate must be met by those households on the treated street. A minimum of 75 percent of all ballots must be returned with at least 75 percent of all ballots in favor of removal.

Similar to the installation process, apartment units do not count toward the minimum response rate. If the minimum response or approval rates are not met, residents must wait three years before refiling the petition (3a).

4 - Approval by DPW

If the neighborhood support meets the minimum response and approval rates, the DPW will calculate the estimated removal cost. The neighborhood must prove the ability to fund 100 percent of the anticipated costs. Upon proof of financial ability, the DPW can elect to authorize the removal of the specified devices (4a). A letter will be sent to all local service providers (e.g., Fire Department) indicating the location of device(s) to be removed (4b). If the minimum response or approval rates are not met, residents must wait three years before refiling the petition (4c).

Figure 2 NTCP Process For Removal

